



# Utah Department of Technology Services



Infrastructure and General Government  
Appropriations Subcommittee

# ABOUT US

Provide Information Technology services to the Executive Branch Agencies

- Computer support for state employees
- Online services for residents of Utah
- State Network and Internet
- Data Center and servers
- Data Security
- Application Services
- Mapping and GIS Services



# OUR GOALS



Provide Technical Direction



Improve Service Delivery



Build a Positive Team Environment



Do Valuable Work



Ensure Information Security



Utah Department of  
Technology Services

# EMPLOYEES

# 735



# COST SAVINGS

\$186 million



# AWARDS

2018 WINNER



CENTER FOR DIGITAL GOVERNMENT



AWARDS INNOVATION WINNER 2018

[www.govtech.com/government-experience](http://www.govtech.com/government-experience)

# PROJECTS



# SPENDING.UTAH.GOV



State of Utah Open Expenditures

Menu

## Open Expenditures Utah

Utah Open Expenditures is part of the State's commitment to improving transparency by providing a guided view through complex financial information for State agencies in Utah.

This site provides a guided view of State agency spending data and provides a transparent look at how we allocate and spend public funds. The charts, graphs, and tables below are all highly interactive and we invite you to explore.

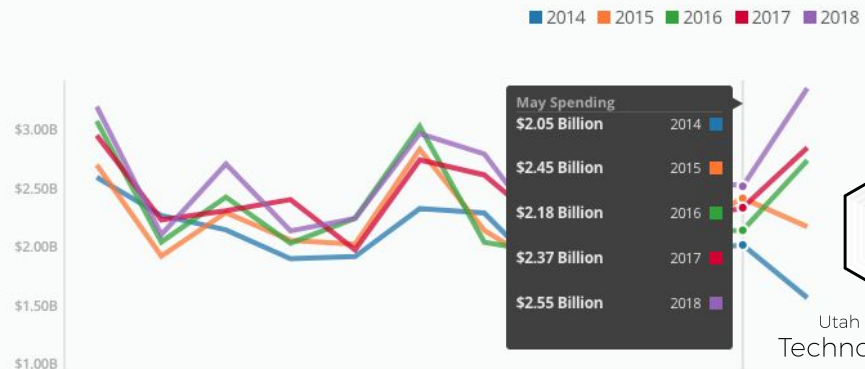
[Read More](#)

### Spending Summary All Years ▾

Total Spending  
**\$143.58 Billion**

Total Transactions  
**22.72 million**

This expenditure data represents checkbook level transactions for state agencies in Utah.



Utah Department of  
Technology Services



BUSINESS PORTAL  
UTAH'S BUSINESS PORTAL

## Utah's Business Portal

Welcome to Utah.gov's Business Portal where businesses can view and manage their businesses, receive alerts and update addresses from a single location. View the video to learn more, then click "Get Started".

- Receive alerts and notices for renewals, unemployment insurance and taxes
- Update addresses across different Utah State Agencies all at once
- Easily connect to state services such as UCC filings, Professional

# UTAH'S BUSINESS PORTAL

June 30 will go live with  
initial agencies



Utah Department of  
Technology Services

# SUCCESS+



S U C C E S S  
F R A M E W O R K

Become a valued  
partner by  
measurable  
increasing  
business value  
with every  
project

# SECURITY

**1,247,836,049**  
**total attempts**  
**yesterday**



Utah Department of  
Technology Services

# TOTAL BUDGET

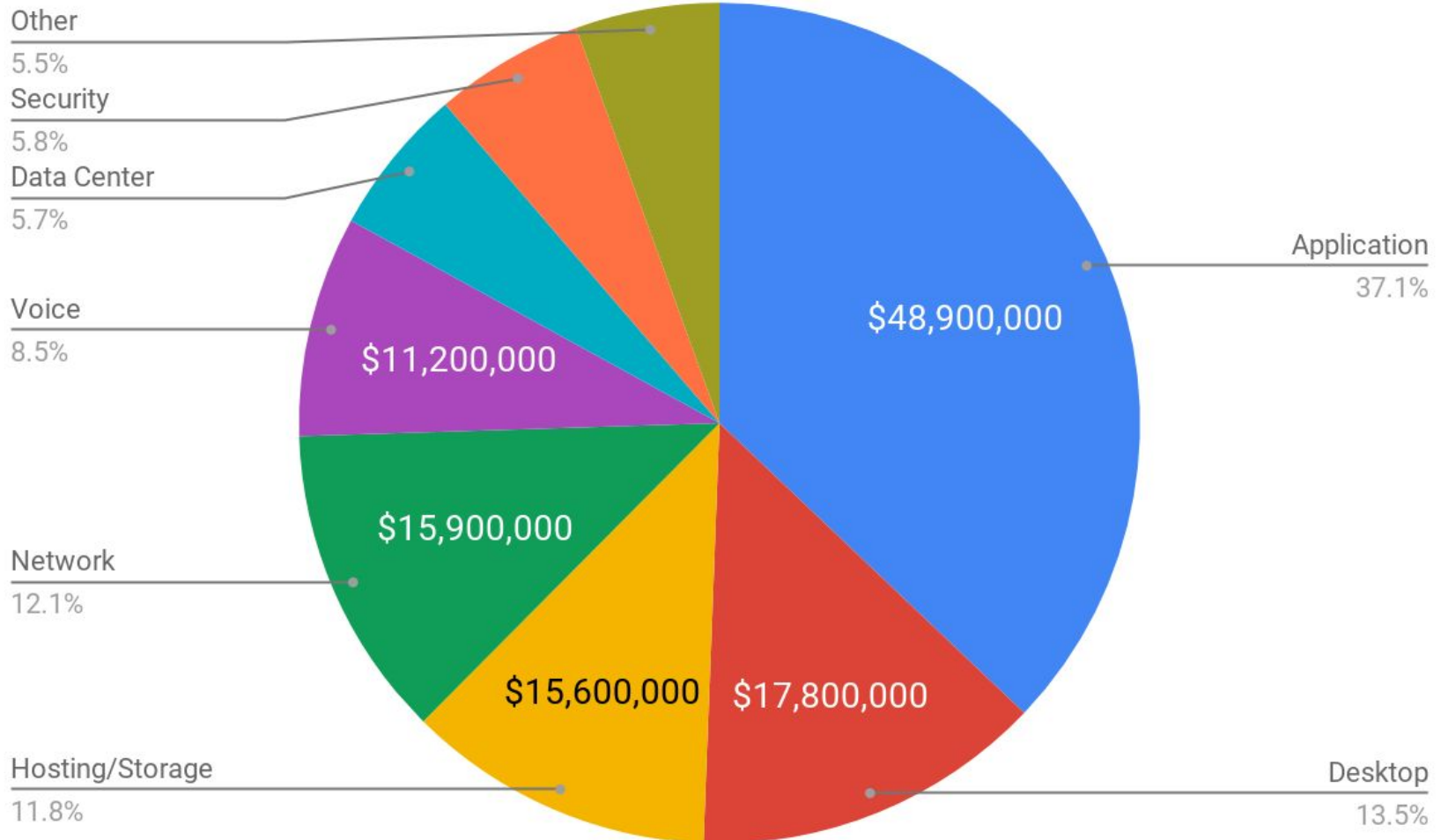
CIO \$800,000

AGRC \$2,706,000

ISF \$131,827,361



# ISF BUDGET

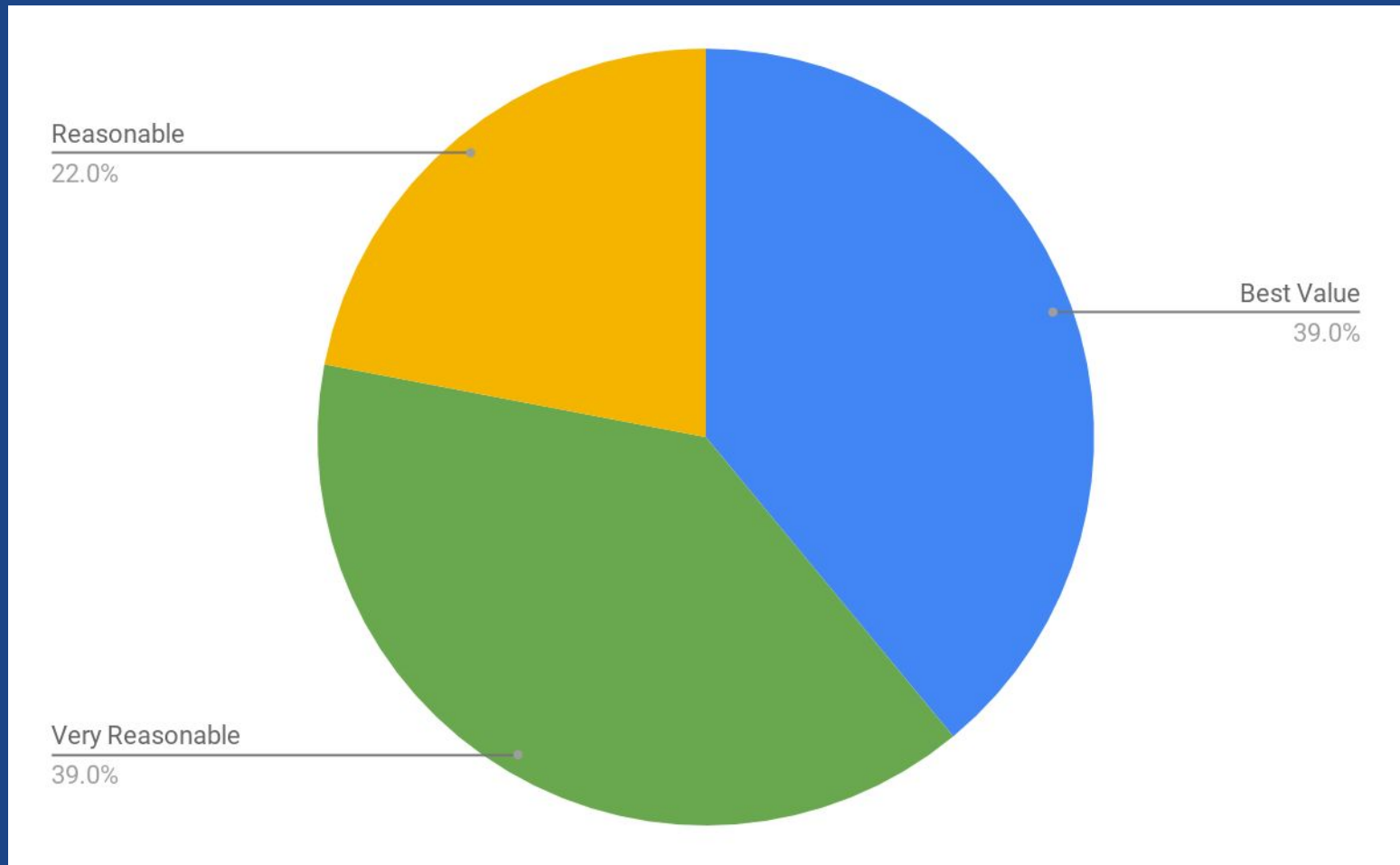


# RATE SETTING PROCESS

- Rates are (UCA 63F-1-301)
  - equitable
  - zero based full cost accounting
  - projected consumption recovers no more and no less than actual cost
  - lowest practical cost for service provided
- Rates Calculation
  - Based on annual budgeted expenses per service
  - Divided by projected consumption
  - Equals the calculated rate
- Rates Approval
  - Rate Committee, Executive Branch Agencies provide comment
  - Governor
  - Legislature



# COMPETITIVE RATES



DTS

# FY2019 NEW RATES

- Cloud Hosting
- Shared Application Hosting Cloud Sys Admin
- Cloud/SaaS Implementation
- Enhanced Mobile Device Support



# NEW FY2020 RATE

- Internet of Things (IoT)



# RATE IMPACT

\$700,000 Decrease in rates

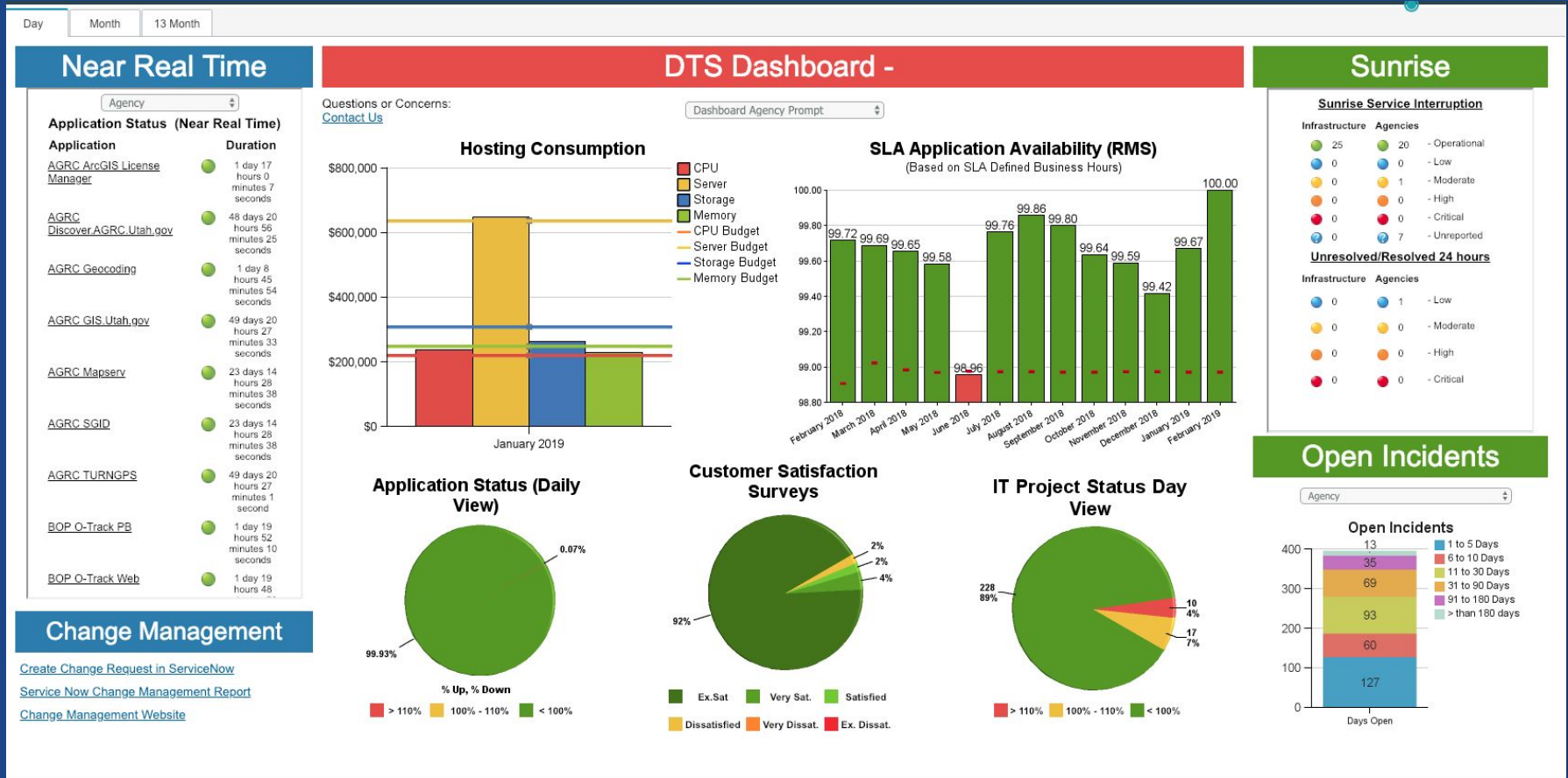
\$2.2 million Increase in rates due to  
Compensation Package

\$1.5 million Total increase to agencies

# PERFORMANCE METRICS



# DTS DASHBOARD

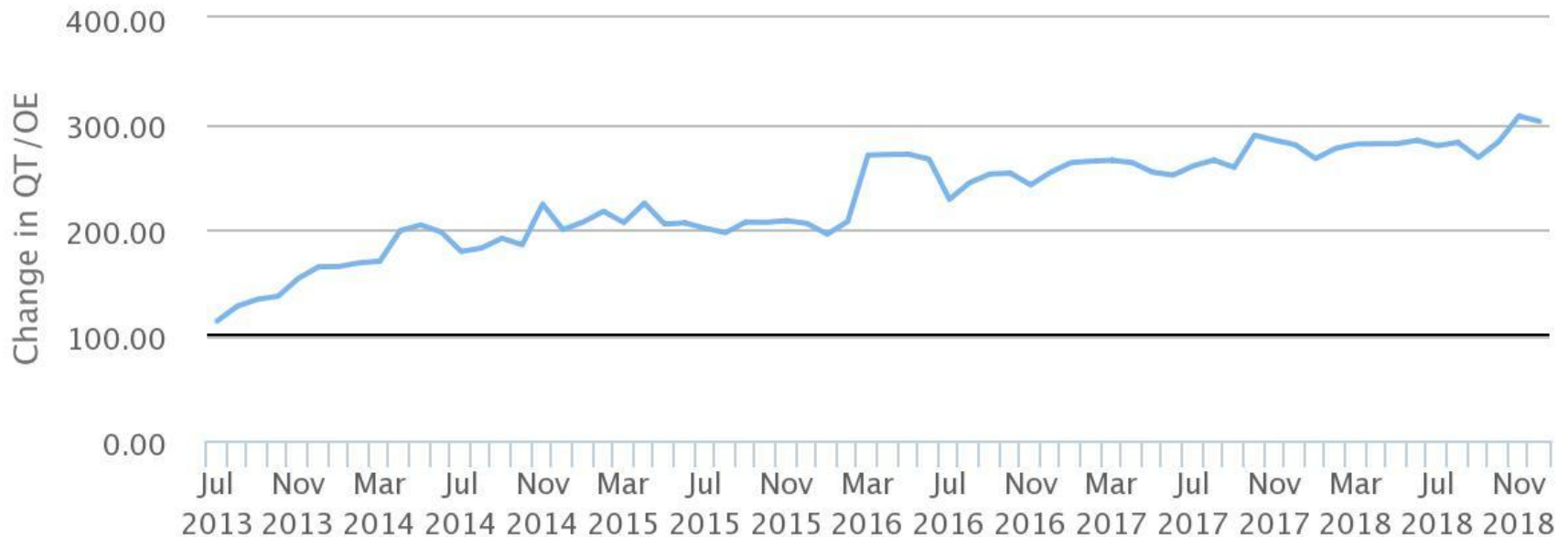


## Change Management

[Create Change Request in ServiceNow](#)  
[Service Now Change Management Report](#)  
[Change Management Website](#)

# DATA SECURITY

Change in QT/OE  
From Jul 2013 to Dec 2018

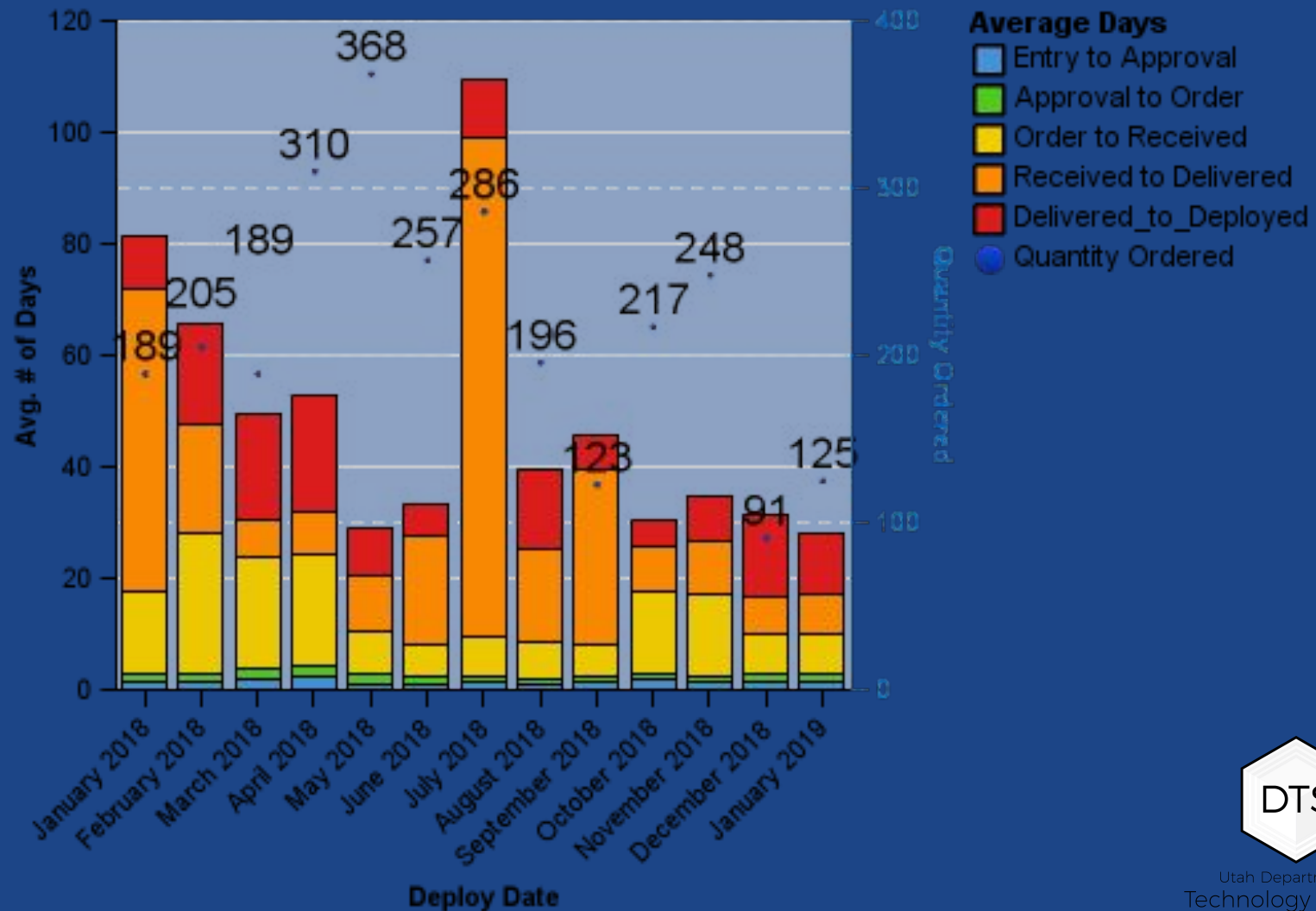


# APPLICATION DEVELOPMENT



# COMPUTER PROCUREMENT & DEPLOYMENT

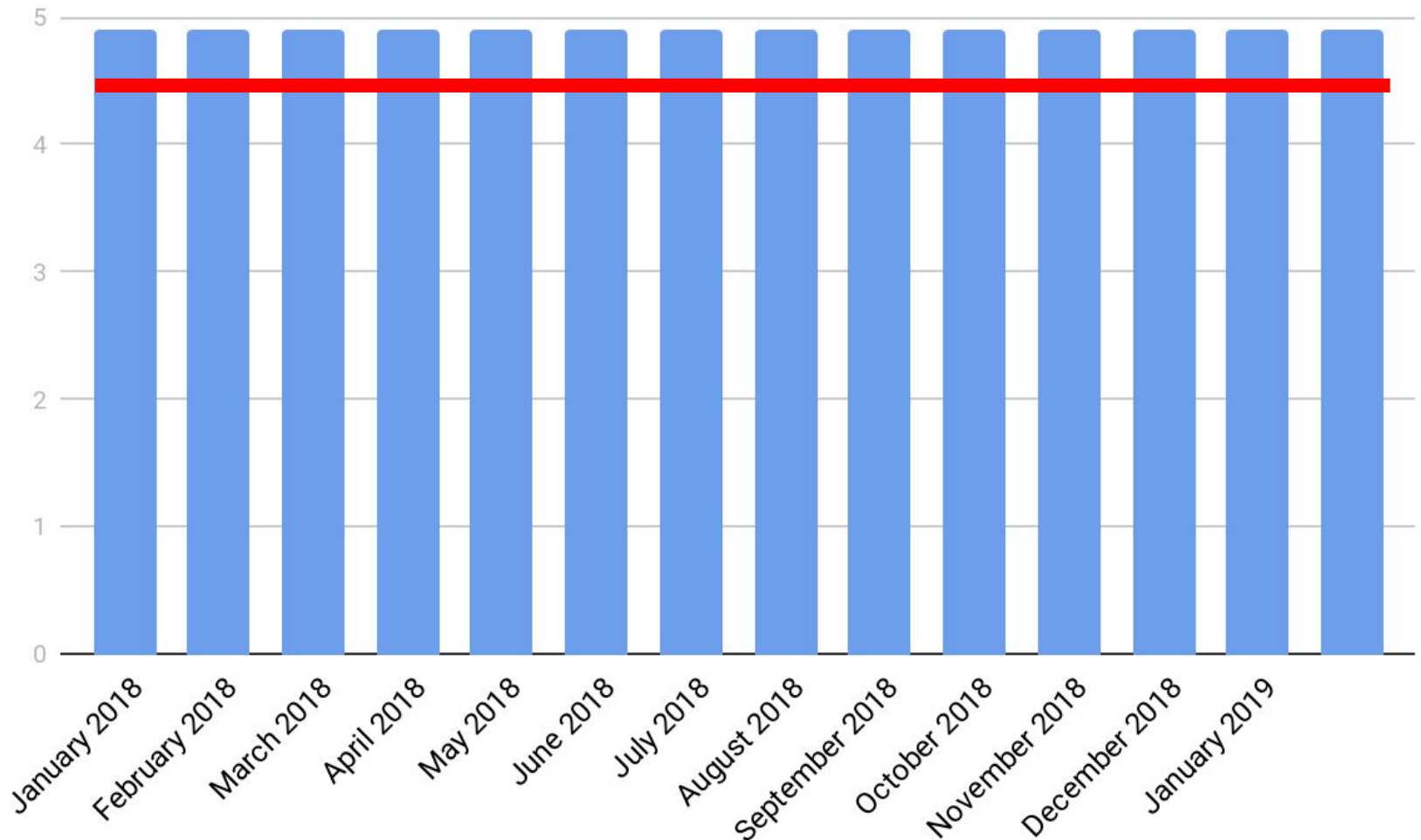
## Completed Computer Orders by Month Not On Hold



# APPLICATION AVAILABILITY

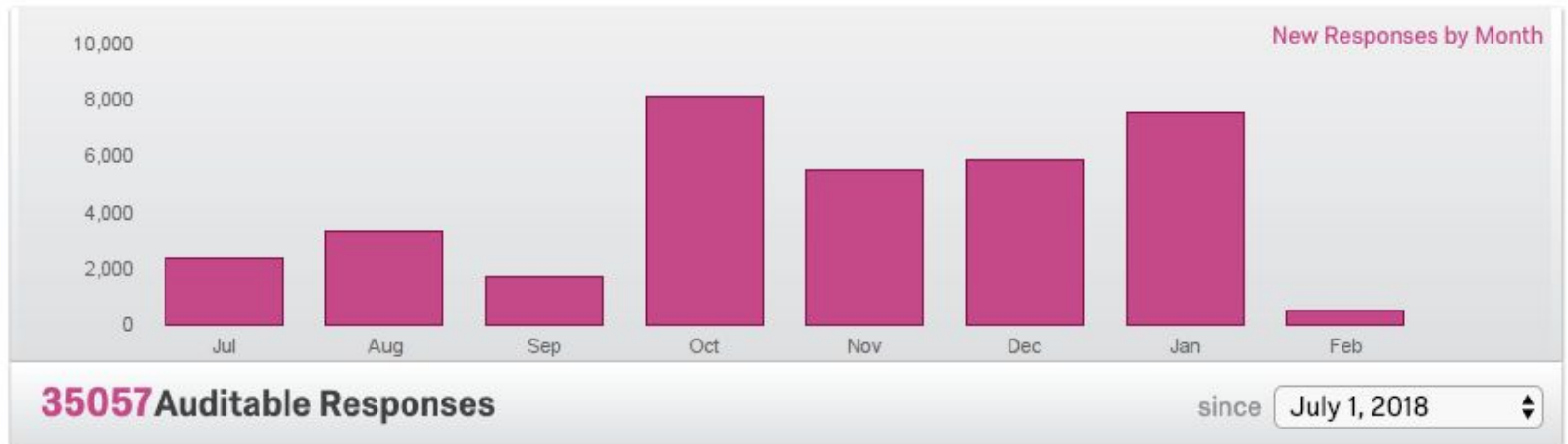


# CUSTOMER SATISFACTION

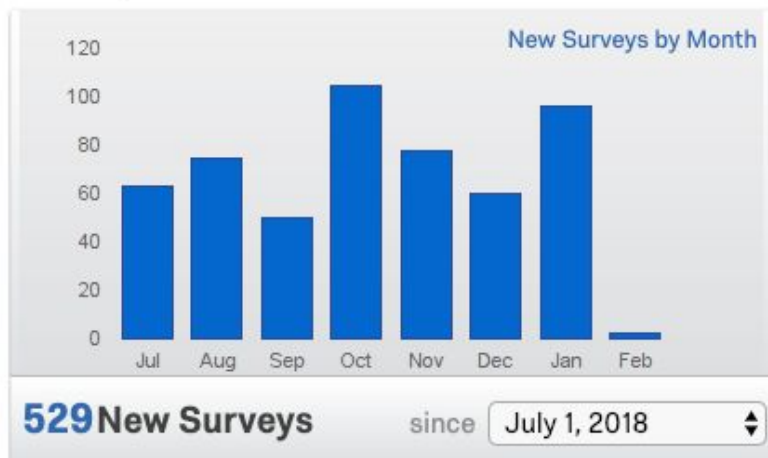


# CUSTOMER EXPERIENCE PLATFORM

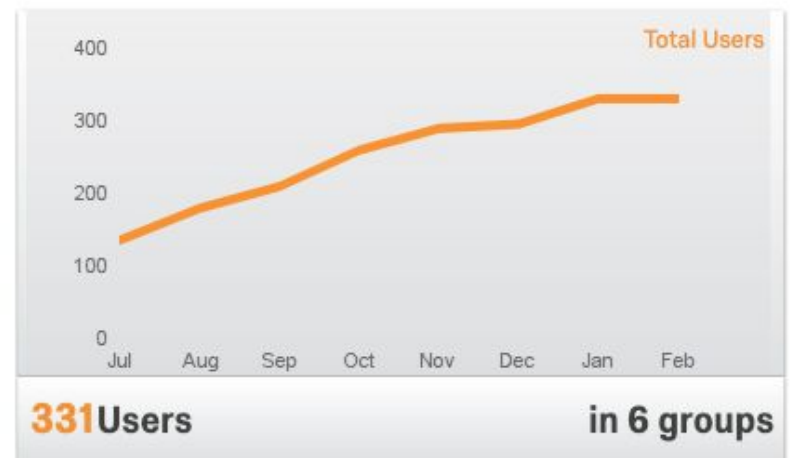
## Auditable Responses ?



## Surveys



## Users



# AUTOMATED GEOGRAPHIC REFERENCE CENTER

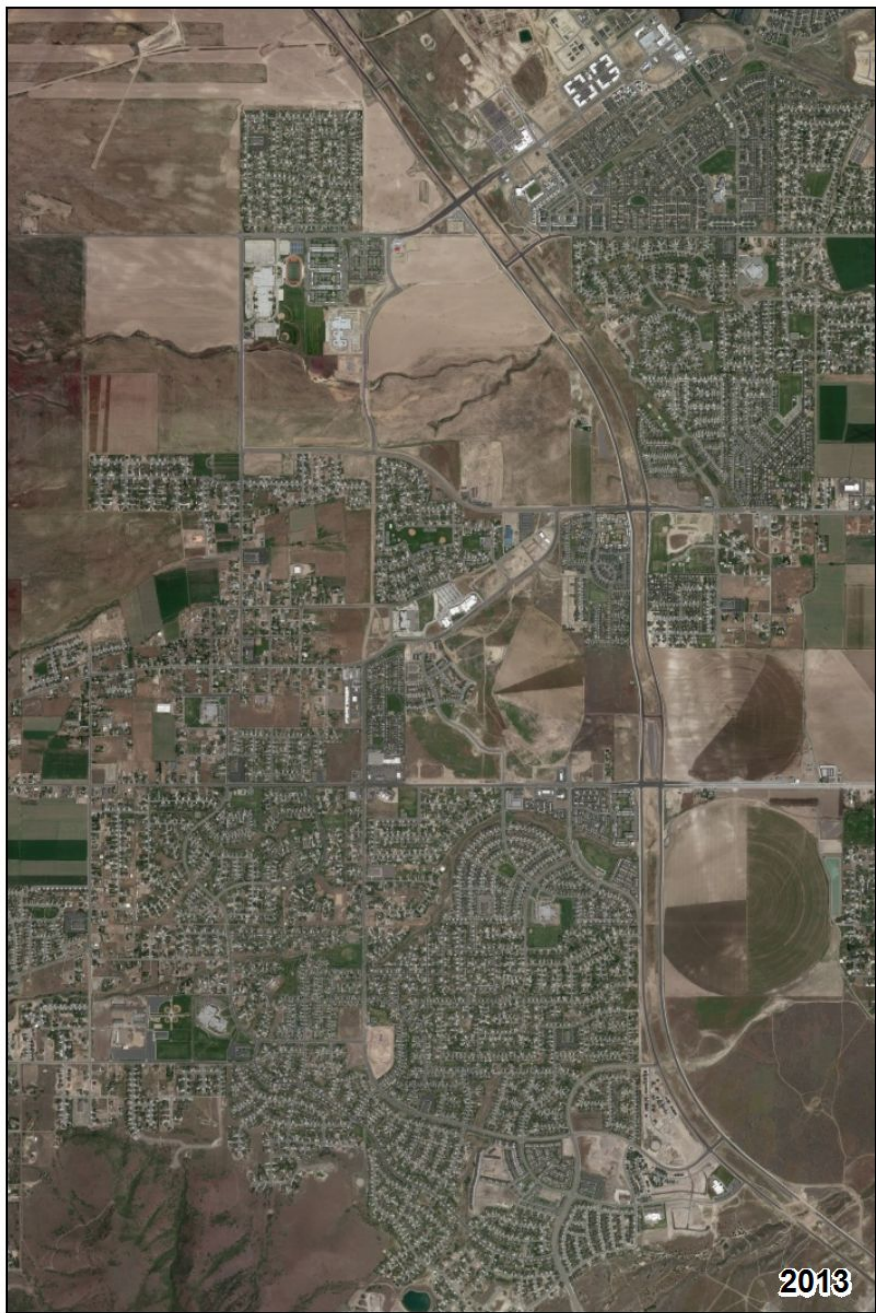
- State Geographic Information Database (SGID)
- Aerial Imagery & Base Maps
- GPS Network
- Utah Map Applications
- Geo APIs



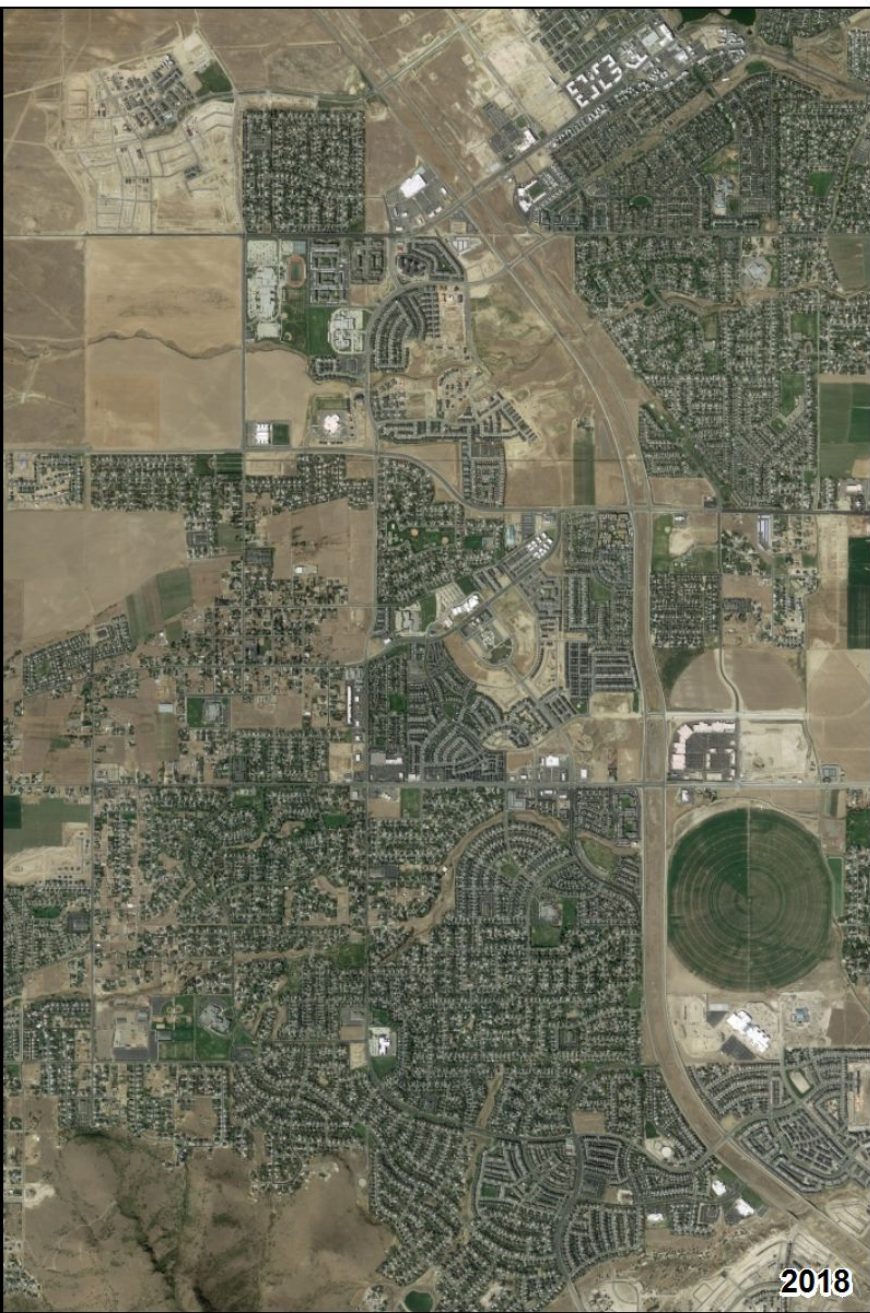
# PERFORMANCE METRICS

- **State Geographic Information Database, GIS Server Availability:** 99.99% Availability (Goal = 99.0%)
- **Countywide Update Transactions for Critical Statewide 911 Road & Address GIS Data**
  - o Updates from Class 1- 2 Counties **113**  
(Goal = 50 / yr)
  - o Updates from Class 3 - 6 Counties **75**
  - o *Total Update Transactions from All Counties*  
**188** (Goal = 120 / yr)
- **TURN High Precision GPS Subscription Service:** 99.70% Availability (Goal = 99.0%)





2013



2018

# REQUESTS

- \$125k general fund imagery acquisition for AGRC
- Approve FY20 rates in SB8
- Approve new FY19 interim rates
- Approve base budget and intent language in HB6
- \$261k additional Federal Funds
- \$72k additional Dedicated Credits

